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**From:** John Stewart [<mailto:John.Stewart@SCOTTISHWATER.CO.UK>]

**Sent:** 16 November 2017 15:45

**To:** John Handling; Linda Chalmers

**Cc:** Caroline Olbert; Mark Robertson

**Subject:** RE: Emergency officer

Good afternoon John & Linda..

Scottish Water respond quickly to all interruptions to our customers water supply. Whether the issue occurs during normal hours or after office hours or the weekend, we have duty officers who attend and assess the situation 24/7 365 days of the year.

We aim to resupply customers as quickly as possible and work to a resupply target of 6 hrs. Where repairs or the resupply plans are assessed to take longer than six hours we act on several strategies to minimise or remove customer impact:

- Rezone or back feed the affected area restoring supplies
- Provide an overland connection to bypass the burst, restoring supplies
- Bring in water tankers, to pump directly into mains, resupplying and maintaining customer supplies until the issue is resolved.

We also provide bottled water to identified additional support/vulnerable customers. We liaise quickly and regularly with the Local Authority EPO's throughout the interruption where and when the situation has a large scale impact or an extended repair time. We often provide bottled water to affected customers before 6 hrs as a measure of good customer service.

As part of the Liaison with the Local Authority, we share and confirm information on vulnerable people, repair and resupply strategy and bottled water deliveries/pick up points. Often the Local Authority provide support and resource to assist with this.

If you require further information, please do not hesitate to contact me.

Thanks

John

John C Stewart | [Resilience Specialist](#)  
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